

## Model for Reporting CAS Problems Using AIM

### General Information

An AIM model called CPR has been set up for use by the functional users to create a Cullinet Application Software (CAS) Problem Report (CPR) for reporting any software package problems.

The model is called CPR and will be available only through AIM. It will therefore be necessary to have access to the AIM system. The model, CPR will prompt the user for the information the CLAS Technical Team will require in either correcting the problem or reporting further to Cullinet technical representatives. A reply will be forwarded back to the same person who initiated the problem report with some action comments and/or the CAS Problem Report (CPR) number assigned to the CPR. This number will be used to track the status of the CPR until it is closed. A sample of the reply is attached. (Att 1)

At present the model is very simple but as we require additional information the model will be modified to include other appropriate prompts. There are two stages of prompts, one detailed and the other is general. Note the difference in the sample console session.

All functional users have been given access to SYSTEM/MISGAIM folder where the model CPR is located. In order to access this folder you must type in ACCESS ADD SYSTEM/MISGAIM before creating the document. An @AIM PROFILE file can be used to avoid having to type in this statement every time you use AIM. A sample @AIM PROFILE file is attached. (Att 2)

After creating the CPR be sure to display it and if necessary you will be able to XEDIT the file and correct or change any of the information before sending it along to CLASTECH.

PAUL  
THIS IS THE  
WAY WE ARE  
SUPPOSE TO REPORT  
PROBLEMS TO OUT

STAT



The following section is a console session on creating a CPR. (Note: The lines indicated by a '>' are input lines)

```
>create cpr
```

Enter HELP for more descriptive prompts:

```
>help          NOTE:  NULL (ENTER KEY) input will give
                  you the lines indicated by <=====
```

\*\*\*\*\* CAS PROBLEM REPORT \*\*\*\*\*

DATE: 04/24/87 12:49 PM

This problem report will be sent to the CLAS Technical Team

Enter Classification

<=====

>u

Enter a document subject, it can contain a maximum of 30 characters. It should be as specific and descriptive as possible.

EXAMPLE: Abend on CASMENU Screen

DOCUMENT SUBJECT: (30 character max): &lt;===

>Abend on Purchasing Screen

Use the abbreviations for the software modules listed below to indicate the package that is having the problem

-	Accounts Payable	- -	AP	-
-	Bill of Materials	- -	BOM	-
-	Inventory	- -	INV	-
-	Order Entry	- -	OE	-
-	Purchasing	- -	PR	-

Enter the name of the package software

<=====

>pr

pr - is invalid; Use abbreviations indicated

Enter the name of the package software

>PR NOTE: MUST BE CAPITAL LETTERS

The name of the screen involved will be required; this name appears on the screen on the far left side, second line

Name of the Screen on PR <====  
>CAPDUBUS

The name of the dialog involved will be required; this name appears on the screen on the far left side, first line

Name of the dialog on PR <====  
>CASDUBUS

Indicate any error-messages that appear at the bottom of the menu such as - - DC00000100 Abort on Dialog CASDUBUS

Enter the error-code and messages, if any <====  
>DC99999 This screen has abended

In this section, enter a brief description of the problem

Enter description of problem <====  
>It went POOF

DOCUMENT ACCEPTED. PLEASE WAIT ...

Enter next command: "Display,Send,Edit,WP,Dup,Erase, or Quit"  
>d

"0 CPR C24APR87" DISPLAYED FROM FOLDER "WORK"  
UNCLASSIFIED

=====

\*\*\*\* CAS PROBLEM REPORT \*\*\*\*

DATE: 04/24/87 TIME: 12:49 PM

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TO: CLASTECH

SUBJECT: ABEND ON PURCHASING SCREEN

REPORTED BY:

PACKAGE NAME: PR

MENU NAME: CAPDUBUS

DIALOG NAME: CASDUBUS

ERROR-MESSAGES: DC99999 This screen has abended

DESCRIPTION OF PROBLEM:

It went POOF

UNCLASSIFIED

END OF DOCUMENT

Enter next command: "Display,Send,Edit,WP,Dup,Erase, or Quit"  
>send

SENDING CPR C24APR87

FROM)

DOCUMENT WILL BE DELIVERED TO:  
CLASTECH (CLASTECH-TO)

/\*\*\* THIS DOCUMENT IS THE REPLY TO THE CAS PROBLEM REPORT \*\*\*/

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REPLY TO CAS PROBLEM REPORT

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11 May 1987

FROM: CLAS TECHNICAL TEAM

COMMENTS :

THIS TYPE OF ABEND HAS BEEN HAPPENING TO SEVERAL OF THE PURCHASING SCREENS I HAVE INFORMED CULLINET OF THE PROBLEM AND THE DBA HAS ASSURED ME THE PTF TO FIX IT IS ON ITS WAY. WE WILL INFORM YOU WHEN IT IS HERE.

THE CAS PROBLEM REPORT NUMBER ASSIGNED: PUR001

PLEASE NOTE THE FOLLOWING NUMBER ASSIGNED TO THE CPR. THIS NUMBER WILL BE USED TO TRACK THE PROBLEM REPORT. WHEN THE PROBLEM REPORT HAS BEEN COMPLETED YOU WILL RECEIVE A COPY OF THE FINAL DISPOSITION.

UNCLASSIFIED

END OF DOCUMENT

Enter next command: "Display,Send,Edit,WP,Dup,Erase, or Quit"

/\*\* THE @AIM PROFILE FILE \*\*/  
&TY OFF  
access add system/misgaim